International SOS Philadelphia

APRIL, 2003

Philadelphia Alarm Center

- **Total Staff: 144**
  - **Physicians 6**
  - **Nurses 4**
  - **Operations Coordinators 30**

Philadelphia Alarm Center

- Operational Languages 9
  - **English**
  - **Spanish**
  - **French**
  - **Italian**
  - **German**
  - **Portuguese**
  - **Mandarin**
  - **Japanese**
  - **Russian**

Philadelphia Alarm Center

- Countries/Regions where staff have lived or worked

48

How SOS can help you….

Philadelphia Alarm Center

•Joan Fairman Kanes/Inquirer

International SOS

- **International SOS has established networks of physicians and facilities**
- **International SOS pays the providers on behalf of the beneficiaries – cashless/claimless**
- **International SOS medically monitors**
- **International SOS offers medical advice**

Philadelphia TRICARE Team

Case Management

- **Daily AM Transmission**
- **Review Treatment Plans/test results**

Who is in our Network?

- Primary Care Doctors (PCP)
- Specialists
- Dentists
- Laboratories
- Hospitals
- Specialty Clinics
- Transportation providers

Using the System- PCP

- Primary Care Providers (PCP)
  - Pediatricians
  - Ob/Gyn
  - General Practice
  - Family Medicine
  - Internist

Using the System-PCP

- Call or email the 24 hour PCM call center for a referral or notification of appointment
  - 1-800-834-5514 / 215-701-2800
  - International SOS phlops@internationalsos.com

- Many providers do not require our Guarantee of payment letter, others do. This is country/doctor specific.

Using the System- Specialist

- Specialist Care

  - Use the Referral Form to insure all needed info is obtained
  - Fax or email the 24 hour PCM call center (International SOS) for notification/ authorization
  - Would appreciate 48 - 72 hours notification for routine issuance of Guarantee of Payment Letter (GOP)

Specialty Care

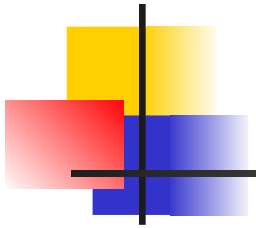
- **Mental Health – after the initial 8 sessions of therapy, an Outpatient Mental Health Form must be completed prior to proceeding with more sessions**
- **Dental – active duty members, with dental expenses greater than $500USD, must have pre-authorization. In order to expedite the pre-authorization, you must submit a treatment plan, cost and dental X-rays.**

Using the System- Hospitalization

- **Hospitalization**
  - **Whenever possible, call International SOS immediately, upon admission to the hospital**
  - **If not possible, please contact International SOS before discharge from the hospital**
  - **Scheduled hospitalization/surgery, needs <u>preauthorization</u>**

Using the System-Emergency

- **Emergency Care**
  - **Whenever possible, call International SOS first**
  - **If not possible, proceed directly to the Network Hospital, or closest facility and contact International SOS as soon as possible**



MEDEVACS

MEDEVACS- URGENT

- **Urgent Medavac to CONUS**
  - **Contact International SOS first**

    SOS will contact TLAC, GPMRC and Southcom keeping all parties informed

    SOS will contact the TMO and obtain a medical report.

MEDEVACS-URGENT

- **SOS will monitor the patient until departure**
- **SOS will arrange the entire transfer from bed to bed.**
- **SOS confirms safe arrival and notifies TLAC, Southcom and GPMRC**

MEDEVACS Non-URGENT

- **Non-urgent Out of Country Request:**
  - **All supporting documentation and the Out of Country Medical Request Form must be faxed to SOS**
  - **Request will be reviewed. If approved, TLAC will be notified and they will make the arrangements**

MEDEVACS Non-URGENT

- If not deemed appropriate, TLAC will be notified and a recommendation will be made
- Once approved, TLAC coordinates with SOS on any follow up care that will be needed OCONUS for SOS to arrange and coordinate

TRAVEL BENEFIT

- **TDY/TAD**
  - **ONLY emergency care will be approved**
  - **Approval is for the immediate need**
  - **Rehabilitation, including physical therapy does not fall under this TDY travel benefit**
  - **MUST have COPY OF ORDERS and ID CARD**
  - **MUST HAVE THE NAME OF THE SHIP**

Billing

- Any bills received at the Embassy should be forwarded to International SOS
- All bills received are reviewed for accuracy and to ensure that services are covered benefits
- Median Payment Time from date received is 23 days.

Billing

- In order to expedite the payment of the bills, the following information is required:
  - Name of Patient, Age
  - Sponsor SS#
  - Diagnosis
  - Name of treating physician
  - Inpatient – Medical report
  - For first-time providers, banking information to process the bills is imperative

NETWORK: Site Surveys completed

- Mexico
- Brazil
- Uruguay
- El Salvador
- Belize
- Trinidad
- Paraguay
- Nicaragua
- Guatemala

NETWORK: Site Surveys

- Asociacion Espanola en Uruguay

NETWORK: Site Surveys : complete

- OR at British Hospital in Uruguay

NETWORK: Site Surveys completed

ICU at British Hospital in Uruguay

Network Site Surveys Scheduled

- **USVI (May/June, 2003)**
  TLAC and SOS

- **Costa Rica (02-06 June, 2003)**
  TLAC, SOS and Southcom

- **Honduras (21-25 July, 2003)**
  TLAC, SOS and Southcom

Network Site Surveys

After July 2003

- **Honduras**
- **Nassau, Bahamas**
- **Andros Island, Bahamas**
- **Bolivia**
- **Peru**
- **Argentina**
- **Chile**
- **Dominican Republic**
- **Haiti**

Network

- **Honduras Medical Center – opened April, 03**

  New Hospital in Tegucigalpa, Honduras

Network

- **Current Status:**
  - **TLAC and SOS have mutually agreed on right-sizing some of the networks throughout Latin America**
  - **New Providers will only be added after it its determined that there is a need and they have been credentialed**
  - **Credentialing process may take several months, depends on the cooperation of the provider**

Network

- **Disadvantages in failing to use the System**
  - **Providers are not familiar with billing procedures**
  - **Not always willing to provide a medical report and copies of X-rays, labs, etc.**
  - **Difficult to evaluate the quality of care being provided**

Feedback

- Town Hall meetings provide feedback on services and network
- Invaluable POC feedback
- SOS Surveys
  - Response rate has improved since last year
  - Continue to have problems with accurate email addresses
  - Incorrect phone numbers

Summary

- Improvements over the year
  - Continued focused group of coordinators at the PCM
  - Continuity of care, coordinated through TLAC when traveling to CONUS for treatment, but returning back to OCONUS
  - New Web page that addresses FAQ’s

Summary

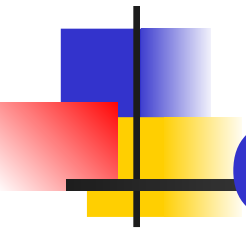
- Improvements over the year
  - Right-sizing the network
  - On-going site surveys including Town Hall Meetings
  - Joint efforts with TLAC and Southcom in performing upcoming site survey visits

Summary

- **Next Steps**
  - **Explore other ways to reach out to Beneficiaries – survey, website, etc.**
  - **Continue to evaluate networks – country by country**
  - **Provide provider education/updates**

Summary

- **Next Steps**
  - **Improve the Dental Request Process by educating the providers on the requirements**
  - **Preparing for new TRICARE Global Contract implementation**



ANY QUESTIONS ???

We can’t help,

if you don’t call us.

International SOS™

An AEA Company